

CENTRAL RESERVATIONS. SIHOT.CRS

Central solutions for a global environment.

Central Requirements

Central Reservation offices have evolved to become "one-stop-shops" not only for individual guests, but also for wholesalers, tour operators and travel agents. Each client requires a unique approach and special handling. SIHOT.CRS supports this approach by providing elaborate functions and powerful information tools designed by industry specialists to increase operational and management control under these particular circumstances.

The main feature of our module SIHOT.HQ is the use of the same data pool at hotel and head office, while the head office itself does not produce any revenue. As an add-on to this head quarter solution, SIHOT.CRS has been specifically developed for Central Reservations offices which also act as providers who are producing their own revenue through commissions and services offered.

Latest Technology

SIHOT.CRS is ideally used in combination with HQ or ASP; however, it is also a suitable stand-alone Central Reservations system for tourism offices, hotel co-operations and similar organisations.

Immediate Transmission

Up-to-the-minute data is important for the Central Reservations office and the hotel alike. SIHOT.HQ offers a variety of tools to ensure that communication between the two is immediate, effective and to the point.

Allotments

SIHOT.CRS manages allotments in a highly complex, yet effective way. Shared and fallback allotments are useful means to ensure maximum capacities for tour operators, ground handlers and travel agents and can be used to top up occupancy rates at the individual hotels.

The screenshot shows the 'Rate information' window in SIHOT.CRS. On the left is a tree view of regions: SIHOT, 1001Region D-West, 2 Congress Zentrum, 1 Grand Hotel, 3 Travell Inn, 1002Region D-East, 1003Region D-South, 1004Region D-North, 2001Region O-West, 2002Region O-East, 2003Region O-South, 2004Region O-North, 3001Region CH-West, 3002Region CH-East, and 3004Region CH-North. The main area contains search criteria: Period (04.05.2007 to 06.05.2007), Match code, Guest data, and five 'Pers.type' dropdowns (1A Adult: 2, others: 0). Below is a table with columns: Hotel no, Hotel, Service, Category, Rate segment, Total, 04.05.2007, and 05.05.2007. The table lists three entries: 1 Grand Hotel (Total 310.00), 1 Grand Hotel (Total 246.00), and 3 Travell Inn (Total 310.00).

Hotel no	Hotel	Service	Category	Rate segment	Total	04.05.2007	05.05.2007
1	Grand Hotel	UF2 Accommod	DZ Double Room		310.00	155.00	155.00
1	Grand Hotel	UF2 Accommod	DZ Double Room	PRO Promotion	246.00	123.00	123.00
3	Travell Inn	UF2 Accommod	DZ Double Room		310.00	155.00	155.00
3	Travell Inn	UF2 Accommod	DZ Double Room	PRO Promotion		0.00	0.00

Workflow Notifier

Standard working procedures can be automated by defining events that lead to a particular action. E. g. if a reservation's status changes from "waitlist" to "guaranteed", then SIHOT will be prompted to send an e-mail to the respective client for confirmation.

Central Reservation Services

The Central Reservations office can offer additional services, such as theatre tickets or airport transfers. Since these services are handled and charged at Central Reservations, they constitute yet another source of revenue.

Payment Distribution

SIHOT.CRS can provide a collective invoice, i.e. a group invoice for a tour operator including several clients and for any period. This group invoice, in turn, may be transferred to the relevant properties, minus the commissions for tour operator and head office.

Commissions

In today's business environment, efficient commission handling is a necessity. SIHOT.CRS offers flexible approaches to commissions, providing a range of tools to master and keep track of even the most complex agreements. Its functions cover a multitude of commonplace options, such as varying forms of billing, while keeping the working procedures simple and concise for Central Reservations staff.

Central Reservations' Commission

It is customary in many co-operations worldwide to retain a commission for reservations made by the Central Reservations office. This commission can be charged for all reservations by default and adjusted in individual reservations if necessary.

Maximum Commission Rate

Certain packages may be subject to a specific, maximum commission rate. Although this rate will, by default, override any other agreements with the client, it can also be adjusted in individual reservations if required.

Commission Information

A special dialog shows the commission calculation of a reservation in detail. Default values as per company policy and as laid down in the commission agreements are taken over automatically. Any individual adjustments are entered in this dialog. At the touch of a button, the rate forecast shows the hotel's revenue after deducting the commissions.

Commission Settlement

Commission accounts keep track of a travel agent's entitlements, assuming that the agent deducts the commission due from the guest's payment. Alternatively, commissions can be handled manually or they can be calculated automatically with the guest's invoice. The automated settlement process includes payouts to debtors and paying out commissions due.

Your Advantages at a Glance

- >> chain-wide reservations - selling different products via Web and CRS interface
- >> handling of complex commission agreements
- >> managing Central Reservations as a revenue production centre
- >> city ledger management for properties and Central Reservations